

1. The first step in the process of identifying a problem is to recognize that a problem exists. This involves observing the current situation and comparing it to the desired state. Once a problem is identified, the next step is to define the problem clearly and concisely. This involves identifying the specific aspects of the problem that need to be addressed and determining the scope of the problem. The third step is to gather information about the problem. This involves researching the problem and identifying the causes and effects of the problem. The fourth step is to analyze the information gathered. This involves identifying the key factors that are contributing to the problem and determining the relationships between these factors. The fifth step is to develop a solution. This involves identifying the possible solutions to the problem and evaluating the pros and cons of each solution. The sixth step is to implement the solution. This involves putting the chosen solution into action and monitoring the results. The seventh step is to evaluate the solution. This involves assessing the effectiveness of the solution and determining whether the problem has been resolved. The eighth step is to communicate the results of the process. This involves sharing the findings of the process with the relevant stakeholders and providing feedback on the process itself. The final step is to reflect on the process. This involves thinking about what was learned from the process and how it can be applied to future problems.

[illegible]

100

Folk_OIG_PRR_010305

chemname	hours	dateworked	countyname	courtname	name
Annie Dookhan	3	6/29/2009		Suffolk Superior Court	Patrick Grogan
Annie Dookhan		7/8/2009		Newton District Court	Patrick Grogan
Annie Dookhan		7/9/2009		Newton District Court	Patrick Grogan
Annie Dookhan		7/9/2009		Middlesex Superior Court	Patrick Grogan
Annie Dookhan	3.5	7/13/2009		Suffolk Superior Court	Yaw Gyebi
Annie Dookhan	7.5	8/3/2009		Woburn District Court	Patrick Grogan
Annie Dookhan	3.5	8/10/2009		Brockton Superior Court	Matt Green
Annie Dookhan	0.5	8/10/2009		Brockton Superior Court	Matt Green
Annie Dookhan	8.5	8/10/2009		Middlesex Probate and Family Court	Patrick Grogan
Annie Dookhan	1.7	8/10/2009		Middlesex Probate and Family Court	Patrick Grogan
Annie Dookhan	7.5	8/19/2009		Middlesex Superior Court	David Solet
Annie Dookhan	0.5	8/19/2009		Middlesex Superior Court	David Solet
Annie Dookhan	3.5	8/13/2009		Brockton District Court	Matt Green
Annie Dookhan	2	9/10/2009		West Roxbury District Court	Mark Swadling
Annie Dookhan	7.5	9/11/2009		Middlesex Probate and Family Court	David Solet
Annie Dookhan	3	9/18/2009		Middlesex Superior Court	Jennifer Snook
Annie Dookhan	2.5	11/9/2009		Brockton District Court	Matthew Libby
Annie Dookhan	4	10/29/2009		Chelsea District Court	Barrett Hyde
Annie Dookhan	2.5	11/18/2009		Boston Municipal Court	Brendan Murphy
Annie Dookhan	4.5	11/17/2009		Bristol Superior Court	Greg Tinsworth
Annie Dookhan	3.5	11/16/2009		Dorchester Municipal Court	Ben Megrian
Annie Dookhan	2	11/23/2009		Brockton District Court	Jessica Healy
Annie Dookhan	5.5	11/24/2009		Lowell District Court	Christina Nolan
Annie Dookhan	4	12/1/2009		Essex Superior Court	Jean Curran
Annie Dookhan	4.5	12/7/2009		Bristol Superior Court	Garrett Fregault
Annie Dookhan	2	12/10/2009		Brockton District Court	Unknown
Annie Dookhan	3	12/14/2009		Wareham District Court	Unknown
Annie Dookhan	1.5	12/17/2009		Dorchester District Court	LaKeshia Parker
Annie Dookhan	2	1/4/2010		Medford District Court	Samir Zaganjori
Annie Dookhan	5	1/7/2010		Suffolk Superior Court	Unknown
Annie Dookhan	4	1/6/2010		Suffolk Superior Court	Greg Henning
Annie Dookhan	3	1/14/2010		Brockton District Court	Matthew Libby
Annie Dookhan	3	1/20/2010		Suffolk Superior Court	Darcy Jordan
Annie Dookhan	2	2/8/2010		Barnstable Superior Court	Bryan Shea
Annie Dookhan	2	2/18/2010		Waltham District Court	Jonathan Sahrbeck
Annie Dookhan	5	3/2/2010		Dorchester District Court	Ben Megrian
Annie Dookhan	6.5	3/29/2010		Essex Superior Court	John Brennan
Annie Dookhan	5	3/30/2010		Essex Superior Court	John Brennan
Annie Dookhan	4	4/1/2010		Chelsea District Court	Barrett Hyde
Annie Dookhan	3	4/9/2010		Cambridge District Court	Megan Williams
Annie Dookhan	3.5	4/8/2010		Essex Superior Court	Marcia Slingerland
Annie Dookhan	2	4/13/2010		Medford District Court	Megan Williams
Annie Dookhan	1.5	4/21/2010		Medford District Court	Samir Zaganjori
Annie Dookhan	2	4/27/2010		Middlesex Superior Court	Sean Casey
Annie Dookhan	3	4/27/2010		Middlesex Superior Court	James Mulcahy
Annie Dookhan	3	5/5/2010		Suffolk Superior Court	Brian Fahy
Annie Dookhan	2.5	5/4/2010		Middlesex Superior Court	Unknown
Annie Dookhan	5	5/19/2010		Essex Superior Court	Mike Sheehan
Annie Dookhan	3	5/20/2010		Essex Superior Court	Mike Sheehan

Annie Dookhan	1	6/24/2010	Plymouth District Court	Patrick Grogan
Annie Dookhan	3	6/25/2010	Bristol Superior Court	Greg Tinsworth
Annie Dookhan	5	7/8/2010	Quincy District Court	Jennifer Flaherty
Annie Dookhan	5	7/22/2010	Essex Superior Court	Unknown
Annie Dookhan	4	7/19/2010	Quincy District Court	Unknown
Annie Dookhan	3	7/21/2010	Quincy District Court	Unknown
Annie Dookhan	2	7/30/2010	Suffolk Superior Court	Unknown
Annie Dookhan	3	8/17/2010	Woburn District Court	Patrick Grogan
Annie Dookhan	3	8/17/2010	Suffolk Superior Court	Patrick Grogan
Annie Dookhan	4	8/18/2010	Woburn District Court	Patrick Grogan
Annie Dookhan	4	8/20/2010	Lynn District Court	Jonathan Blodgett
Annie Dookhan	6.5	8/24/2010	Chelsea District Court	Barrett Hyde
Annie Dookhan	5	8/25/2010	Suffolk Superior Court	Brian Fahy
Annie Dookhan	3	9/1/2010	Boston Municipal Court	David Givskud
Annie Dookhan	4	9/13/2010	Salem Superior Court	Marcia Slingerland
Annie Dookhan	7	9/14/2010	Salem Superior Court	Marcia Slingerland
Annie Dookhan	3	9/21/2010	Suffolk Superior Court	Greg Henning
Annie Dookhan	6	9/23/2010	Suffolk Superior Court	Unknown
Annie Dookhan	3.5	10/6/2010	Suffolk Superior Court	Jeremy Bucci
Annie Dookhan	3	10/20/2010	Essex Superior Court	Jonathan Blodgett
Annie Dookhan	3	10/21/2010	Suffolk Superior Court	Unknown
Annie Dookhan	3	10/22/2010	Brockton Superior Court	Matt Green
Annie Dookhan	3	10/21/2010	Suffolk Superior Court	Brendan Murphy
Annie Dookhan	6	11/8/2010	Malden District Court	Benjamin Ostrander
Annie Dookhan	4	11/12/2010	Essex Superior Court	Aaron Strojny
Annie Dookhan	3	12/1/2010	Middlesex Superior Court	Unknown
Annie Dookhan	3	12/6/2010	Brockton District Court	Unknown
Annie Dookhan	2.5	12/9/2010	Suffolk Superior Court	Unknown
Annie Dookhan	2	12/10/2010	Suffolk Superior Court	Unknown
Annie Dookhan	4.5	1/5/2011	Waltham District Court	Jonathan Sahrbeck
Annie Dookhan	3.5	1/19/2011	Brockton District Court	Mike Sheehan
Annie Dookhan	1.5	1/26/2011	Malden District Court	Ryan Sullivan
Annie Dookhan	3	1/28/2011	Middlesex Superior Court	Gerard T. Leone Jr.
Annie Dookhan	2.5	2/3/2011	Roxbury Municipal Court	Craig Iannini
Annie Dookhan	0.5	2/9/2011	Middlesex Superior Court	James Mulcahy
Annie Dookhan	3	2/9/2011	Essex Superior Court	Unknown
Annie Dookhan	2	2/14/2011	Suffolk Superior Court	Philip O'Brien
Annie Dookhan	2.5	2/23/2011	Brockton District Court	Unknown
Annie Dookhan	1	2/24/2011	Dorchester District Court	Gretchen Sherwood
Annie Dookhan	2	2/25/2011	Norfolk Superior Court	Debi Payton
Annie Dookhan	4	3/2/2011	Bristol Superior Court	Daniel J. Hourihan
Annie Dookhan	1	3/15/2011	Boston Municipal Court	Christian Young
Annie Dookhan	4	3/14/2011	Middlesex Superior Court	David Solet
Annie Dookhan	3	3/11/2011	Middlesex Superior Court	David Solet
Annie Dookhan	2	3/11/2011	Brockton Superior Court	Catherine Ham
Annie Dookhan	3	3/18/2011	Bristol Superior Court	Peter Maguire
Annie Dookhan	3.5	3/30/2011	Malden District Court	Brian Lamacchia
Annie Dookhan	2	4/1/2011	West Roxbury District Court	Lindsey E. Weinstein
Annie Dookhan	1.5	4/14/2011	Suffolk Superior Court	Megan O'Rourke
Annie Dookhan	1.5	4/14/2011	Chelsea District Court	Barrett Hyde
Annie Dookhan	1	4/15/2011	Dorchester District Court	Michele Granda

Annie Dookhan	1	4/19/2011	Roxbury Municipal Court	Rebecca M. Chernin
Annie Dookhan	5	5/6/2011	Federal Court	Unknown
Annie Dookhan	2	5/5/2011	Federal Court	Unknown
Annie Dookhan	1	5/5/2011	Dorchester District Court	Brendan Cox
Annie Dookhan	2.5	5/13/2011	Bristol Superior Court	Unknown
Annie Dookhan	2.5	5/18/2011	Boston Municipal Court	Spencer Lord
Annie Dookhan	1.5	5/24/2011	Suffolk Superior Court	Ben Goldberger
Annie Dookhan	3	6/2/2011	Suffolk Superior Court	Unknown
Annie Dookhan	2	6/8/2011	Cambridge District Court	Unknown
Annie Dookhan	2	6/7/2011	Brockton Superior Court	Jessica Healy
Annie Dookhan	1	6/10/2011	Dorchester District Court	Brendan Cox
Annie Dookhan	5.5	6/22/2011	Essex Superior Court	Jonathan Blodgett
Annie Dookhan	1	6/30/2011	Dorchester District Court	Unknown
Annie Dookhan	3.5	7/20/2011	Chelsea District Court	Barrett Hyde
Annie Dookhan	4	7/22/2011	Suffolk Superior Court	Abby Holland
Annie Dookhan	3	8/5/2011	Chelsea District Court	Barrett Hyde
Annie Dookhan	2.5	8/3/2011	Medford District Court	Unknown
Annie Dookhan	1	8/11/2011	West Roxbury District Court	Unknown
Annie Dookhan	4	8/11/2011	Peabody District Court	Unknown
Annie Dookhan	2	8/12/2011	Dorchester District Court	Brendan Cox
Annie Dookhan	2.5	9/1/2011	Middlesex Superior Court	David Rubin
Annie Dookhan	2.5	8/30/2011	Brockton Superior Court	Catherine Ham
Annie Dookhan	3	8/30/2011	Suffolk Superior Court	Vincent DeMore
Annie Dookhan	1.5	9/13/2011	Wrentham District Court	Unknown
Annie Dookhan	3	9/29/2011	Suffolk Superior Court	Matt Feeney
Annie Dookhan	4	10/6/2011	Middlesex Superior Court	David Solet
Annie Dookhan	4	11/3/2011	New Bedford District Court	Unknown
Annie Dookhan	3.5	11/2/2011	Peabody District Court	Jonathan Blodgett
Annie Dookhan	1	11/9/2011	West Roxbury District Court	Lindsey E. Weinstein
Annie Dookhan	4.5	11/16/2011	New Bedford Superior Court	Aaron Strojny
Annie Dookhan	3	11/17/2011	Suffolk Superior Court	Unknown
Annie Dookhan	4	12/13/2011	Brockton Superior Court	Jessica Healy
Annie Dookhan	4.5	12/16/2011	Suffolk Superior Court	Barrett Hyde
Annie Dookhan	1.5	12/21/2011	Quincy District Court	Unknown
Annie Dookhan	2.5	1/3/2012	Quincy District Court	Jennifer Flaherty
Annie Dookhan	2.5	1/4/2012	Chelsea District Court	Unknown
Annie Dookhan	4	1/5/2012	Salem Superior Court	Unknown
Annie Dookhan	4.5	1/9/2012	Bristol Superior Court	Greg Tinsworth
Annie Dookhan	2	1/17/2012	Brighton Municipal Court	Cameron S. Merrill
Annie Dookhan	2	1/18/2012	Wrentham District Court	Unknown

phoneoffice

phonecell

781-897-8556
781-897-8556
781-897-8556
781-897-8556

781-897-8556
508-584-8120
508-584-8120
781-897-8556
781-897-8556

508-584-8120

508-584-8120

781-897-8900
978-745-6610

617-287-1195

617-619-4216
508-584-8120
617-619-4188



781-897-8938

978-745-6610
978-745-6610

781-897-8568
978-745-6610 ext. 5025
781-897-8568

781-897-8900
781-897-8554

781-897-8556

617-769-6100 x155

781-897-8556

781-897-8556

781-897-8556

617-619-4108

978-745-6610 ext. 5025

978-745-6610 ext. 5025

617-619-4216



508-584-8120

781-897-8557

781-897-8938

781-897-8725

617-619-4168

781-897-8554

617-817-6396

617-287-1195 x111

781-858-3118

617-296-7777

617-522-4471

617-619-4174

(617) 287-1195 x113

617-445-8618

617-287-1195

617-227-7849

617-619-4054

617-287-1195

617-287-1195

781-897-8686

617-522-4471

617-769-6100 x155

617-445-8618